

REMARKS

Applicants have received the Office Action mailed June 20, 2007. Claims 2-8, 10-12, 16-22, 25, 28 and 30-31 have been canceled. In this response, Applicants have amended claims 1, 13, 23, 26, 27 and 29 and added new claim 32. Claims 1, 9, 13-15, 23, 24, 26, 27, 29 and 32 are pending, of which claims 1, 23 and 32 are independent. Applicants request reconsideration of the pending claims in view of the amendment and the following remarks.

Examiner Interview Summary

Applicants would like to thank Examiner Hwang for the courtesies extended during the telephone interview of September 11, 2007, during which claims 26-31 were discussed in light of the Brown, Snow, Gainey and Pak references, which are of record. In particular, Applicants discussed with the Examiner incorporating dependent claims 26, 28, 30 and 31 into independent claim 1. Applicants appreciate the Examiner's preliminary assessment that a combination of elements recited by these claims, along with elements associated with a third tabbed viewset (e.g., as in claim 11) would distinguish over the art of record. In light of the Examiner's preliminary assessment, Applicants have amended claim 1 in a manner believed to distinguish over the art of record, as is described in more detail below. Other claims have been amended or presented that are also believed to distinguish over the art or record.

Claim Rejections—35 U.S.C. § 103

The Examiner rejected independent claim 1 and various corresponding dependent claims under 35 U.S.C. § 103(a) over various combinations of Snow, Brown, Gainey and Pak—in particular, as quoted in part below:

4. Claims 1, 4, 7, 10, and 24-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491). ... (Office Action mailed June 20, 2007, at page 2 et seq.).
5. Claims 5-6, 11-13, 23, and 26-28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view

of Brown et al. (U.S. Publication No. 200410006491), and further in view of Gaaney et al. (U.S. Patent No. 6,941,304). ... (Office Action mailed June 20, 2007, at page 4 et seq.).

9. Claims 29-31 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491) and Gaaney et al. (U.S. Patent No. 6,941,304), and further in view of Pak et al. (U.S. Publication No. 200410260534). ... (Office Action mailed June 20, 2007, at page 11 et seq.).

Claim 1 has been amended to incorporate various elements in previously presented dependent claims in a manner that clearly distinguishes over the cited references. In particular, claim 1 has been amended to recite, *inter alia*, a “GUI for configuring an electronic message response management system,” having “a categorization area that that displays a categorization scheme for categorizing electronic messages received in an electronic message response management system” (see previous dependent claim 26) and a “linking area” (see previous dependent claim 23) comprising a first tabbed viewset, a second tabbed viewset and a third tabbed viewset—where “the first tabbed viewset comprises user input fields for receiving input that characterizes a condition that, when met, associates a received electronic message with the active category” (see previous dependent claim 28), “the second tabbed viewset comprises user input fields for receiving input that identifies one or more candidate response messages corresponding to the active category” (see previous dependent claim 30) “and provides a preview panel that displays at least one of the one or more candidate response messages corresponding to the active category” (see previous dependent claim 31), “and the third tabbed viewset comprises user input fields for receiving input that associates with the categorization scheme a plurality of business processes that categorize received electronic messages” (see previous dependent claims 11 and 12).

Support for the amendments to claim 1 can be found throughout the originally filed application, including, for example, at page 15, lines 9-23; page 40, lines 4-10; in FIGS. 4, 5A, 5B, 6, 7, 8, 9A, 10; and in the originally filed claims. Accordingly, no new matter has been added.

In contrast to Applicants' amended claim 1, Snow generally describes “[a] method for creating a class hierarchy containing categories for classification of documents.” (Snow, Abstract). Snow neither discloses nor suggests a graphical user interface that can be used to

configure various aspects of a system that uses the resulting class hierarchy, much less a graphical user interface having the specific elements recited by amended claim 1.

Brown is generally directed to a “system for constructing formularies,” (Brown, Abstract), and in particular “prescription [drug] formularies” (See Brown at ¶ 0015). Brown specifically identifies various shortcomings of prior art formulary systems. In particular, Brown notes that “[m]aintaining and modifying formularies to accommodate client needs can often prove to be a challenging task requiring many months to complete.” (Brown at ¶ 0010). Brown continues: “[i]n addition, inherent error potentials cannot be eliminated” and “these errors will often translate directly to increased costs as well as exposure to liability for the healthcare provider.” Id. Brown’s Summary section begins: “[i]t is therefore one feature and advantage of the present invention to address at least some of the shortcomings of the prior art in constructing prescription formularies.” (Brown at ¶ 0015). Brown discloses various details related to drug formularies, but Brown neither discloses nor suggests specific elements recited in Applicants’ amended claim 1—particularly those that relate to efficiently configuring an email response management system (ERMS).

Gainey generally describes an “enterprise email system [that] processes incoming email using a set of configurable rules that examine each message for a specific attribute state condition and invoke a configurable action ... such as routing a message to a specific mail queue.” (Gainey, Abstract). Gainey’s user interfaces neither disclose nor suggest Applicants’ GUI having a categorization area and a linking area with the recited tabbed viewsets. Furthermore, Applicants’ GUI provides various features for configuring an ERMS system that are neither contemplated nor possible with Gainey’s systems, methods or user interfaces.

Pak generally describes “[a] method, system, computer system, computer program product and application programming interface to search a variety of types of documents for material related to concepts expressed in a natural language text.” (Pak, Abstract). Pak neither discloses nor suggests the various aspects of Applicants’ GUI. Moreover, Pak appears to be primarily directed to a system at runtime and does not appear to suggest any features that are particularly suited for configuring a system.

For at least the reasons provided, none of the above-described references individually discloses or suggests each element in Applicants’ amended claim 1. Moreover, Applicants find no

motivation in any of the references to combine them in any way that would disclose the elements of Applicants' amended claim 1.

In addition to the distinctions noted above, Applicants note that the GUI recited by amended claim 1 gives rise to particular advantages that are neither possible with nor contemplated by any of the cited references, taken either alone or in combination—providing further evidence that the amended claim is patentable over the cited references. In particular, “categorization schemes may be defined and maintained by an enterprise to obtain operational efficiencies provided by categorization schemes generally, and coherent categorization schemes in particular.” (Originally filed specification at page 8). “The described graphical user interface provides a convenient, integrated tool for designing and maintaining hierarchical categorization schemes, and for defining links from categories to stored business objects.” *Id.* “Use of this tool promotes effective utilization of categorization schemes by providing an easy-to-use interface that an enterprise can self-maintain and adapt over time as business processes evolve.” *Id.* Moreover, the recited categorization area and various tabbed viewsets provide an intuitive, easy-to-use interface.

Applicants appreciate the Examiner's preliminary agreement that amended claim 1 distinguishes over combinations of the cited references.

Independent claim 23 has been amended in a manner that is believed to be distinguishable over the cited references for similar reasons as those presented above with respect to claim 1. In particular, Applicants submit that no combination of the cited references discloses or suggests a GUI having the recited combination of a categorization area and a linking area having a first tabbed viewset, a second tabbed viewset and a third tabbed viewset, where the first, second and third tabbed viewsets have the sub-components and functionality recited by Applicants' claim 23.

Support for the amendments to claim 23 can be found throughout the originally filed specification and claims, including, for example, at page 15, lines 9-23; page 40, lines 4-10; in FIGS. 4, 5A, 5B, 6, 7, 8, 9A, 10; and in the originally filed claims. Accordingly, no new matter has been added.

New claim 32 is presented and is believed to be patentable for similar reasons as those presented above with reference to amended claims 1 and 23. In particular, no combination of the

cited references discloses or suggests the recited GUI having a categorization area and a linking area comprising at least a first tabbed viewset and a second tabbed viewset, wherein the first tabbed viewset comprises user input fields for receiving input that characterizes a condition that, when met, associates a received electronic message with the active category and the second tabbed viewset comprises user input fields for receiving input that identifies content in one or more knowledge bases to associate with the active category.

Support for new claim 32 can be found throughout the originally filed specification and claims, including, for example, at page 15, lines 9-23; page 40, lines 4-10; in FIGS. 4, 5A, 5B, 6, 7, 8, 9A, 10; and in the originally filed claims. Accordingly, no new matter has been added.

Conclusion

Applicants respectfully submit that pending claims 1, 9, 13-15, 23, 24, 26, 27, 29 and 32 are in condition for allowance and request that the Examiner allow them.

It is believed that all of the pending issues have been addressed. However, the absence of a reply to a specific rejection, issue or comment does not signify agreement with or concession of that rejection, issue or comment. In addition, because the arguments made above may not be exhaustive, there may be reasons for patentability of any or all pending claims (or other claims) that have not been expressed. Finally, nothing in this paper should be construed as an intent to concede any issue with regard to any claim, except as specifically stated in this paper, and the amendment of any claim does not necessarily signify concession of unpatentability of the claim prior to this amendment.

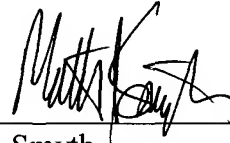
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Please charge deposit account 06-1050 for the fee associated with the Request for Continued Examination, which is being submitted herewith. Please apply any other charges or credits to deposit account 06-1050.

Respectfully submitted,

Date: SEPTEMBER 17, 2007



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